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United States Office of Personnel Management

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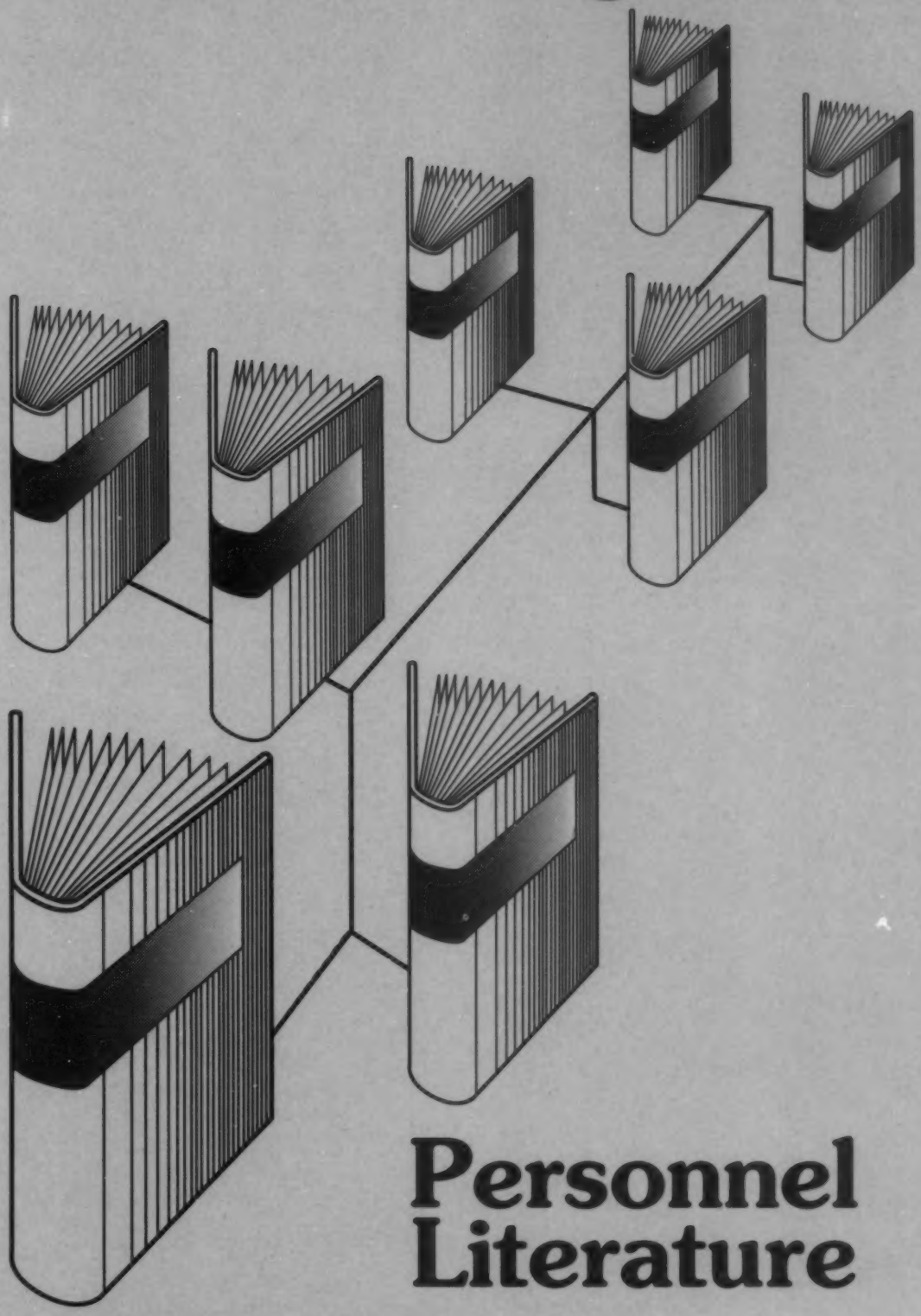

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AWARDS

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Neves, Joao S. and Behnam Nakhai.

The evolution of the Baldrige Award. **Quality progress**, 27:65-70, June 1994.

Descriptors: *Malcolm Baldrige National Quality Award--History / *Awards--Case studies / *Quality control--Awards.

CAREER STAFFING

8-2

Caudron, Shari.

Contingent work force spurs HR planning. **Personnel journal**, 73:52-55+, July 1994.

Descriptors: *Temporary employees--Utilization.

8-3

Dalessio, Anthony T. and Todd A. Silverhart.

Combining biodata test and interview information: predicting decisions and performance criteria. **Personnel psychology**, 47:303-315, Summer 1994.

Descriptors: *Selection--Research / *Interviewing--Research.

8-4

Henkoff, Ronald.

Finding, training & keeping the best service workers. **Fortune**, 130:110-111+, October 3, 1994.

Descriptors: *Career staffing / *Service industries.

8-5

Survival guide for recruitment in the '90s. **Personnel journal**, p. 6+, August 1994.

Special supplement.

Contents: Recruitment goes high tech; Global companies reexamine corporate culture; How to form hiring teams; Employees with disabilities benefit business; Diverse networking prompts change; Reference checking gets creative.

Descriptors: *Recruitment--Methods / *Selection--Methods / *Career staffing--Methods.

CHANGE, ORGANIZATIONAL

8-6

Adizes, Ichak.

Keeping the fires burning: new management trends and authority. **Manage**, 46:12-15, July 1994.

Descriptors: *Management methods / *Organizational effectiveness / *Authority / *Change, Organizational--Methods.

CHANGE, ORGANIZATIONAL (Cont'd)

8-7

Filipczak, Bob.

Weathering change--enough already! **Training**, 31:23-29, September 1994.

Descriptors: *Change, Organizational--Methods / *Change, Resistance to / *Change (Psychology) / *Employee attitudes.

8-8

Imparato, Nicholas and Oren Harari.

When new worlds stir. **Management review**, 83:22-28, October 1994.

Descriptors: *Change, Organizational / *Management methods / *Change (Psychology) / *Organizational development.

8-9

Spitzer, T. Quinn, Jr. and Peter M. Tobia.

People-wise organizations: the human side of change. **Management review**, 83:44-47, October 1994.

Descriptors: *Change, Organizational / *Employee development / *Organizational development.

8-10

Werner, Thomas J. and Robert F. Lynch.

Challenges of a change agent. **Journal for quality and participation**, 17:50-53, June 1994.

Descriptors: *Change, Resistance to / *Change agents--Responsibilities / *Change (Psychology) / *Employee attitudes.

CIVIL SERVICE, FEDERAL

8-11

Agresta, Robert J.

OPM needs a mission--not a funeral. **Government executive**, 26:70, September 1994.

Descriptors: *U.S. Office of Personnel Management--Administration--Evaluation.

8-12

Temporary Federal employment: in search of flexibility and fairness. A report concerning significant actions of the U.S. Office of Personnel Management. A report to the President and the Congress of the United States by the U.S. Merit Systems Protection Board. Washington, D.C., September 1994.

Descriptors: *Temporary employment--Evaluation / *Temporary employees--Utilization / Federal government.

COMMUNICATION

8-13

How anyone can get in newspapers, magazines, radio & TV. **Supervision,** 55:6-7, September 1994.

Descriptors: *Public relations--Methods / *Mass media / *Press.

8-14

Orlov, Darlene.

Top 10 checklist for public speakers. **Management review,** 83:62, October 1994.

Descriptors: *Public speaking / *Communication techniques.

8-15

Poe, Randall.

"Can we talk?"--CEOs speak frankly in the new breed of annual reports. **Across the board,** 31:16-23, May 1994.

Descriptors: *Annual reports / *Communication in management--Case studies.

COMPENSATION

8-16

Cable, Daniel M. and Timothy A. Judge.

Pay preferences and job search decisions: a person-organization fit perspective. **Personnel psychology,** 47:317-348, Summer 1994.

Descriptors: *Pay research / *Job search--Research / *Pay policies--Research.

8-17

Giblin, Edward J. and Leslie G. Kelley.

Three self-destructive pay mistakes. **Across the board,** 31:40-47, May 1994.

Descriptors: *Pay systems / *Compensation administration--Costs / *Pay administration.

8-18

Jennings, Charles R. and Stephen A. Borrelli.

Explaining salary levels in the public safety sector. **Review of public personnel administration,** 14:5-25, Summer 1994.

Descriptors: *Compensation / *Municipal government / *Police / *Fire fighters.

8-19

McNerney, Donald J.

Team compensation: simple, variable and profitable. **HR focus,** 71:9-10, September 1994.

Descriptors: *Pay systems--Case studies / *Compensation administration--Case studies.

COMPENSATION (Cont'd)

8-20

Markowich, M. Michael.

Use compensation as a strategic weapon. **HR focus**, 71:12-13, August 1994.

Descriptors: *Compensation administration / *Performance-based pay / *Incentive pay.

8-21

Pierson, David A. and James B. Williams.

Compensation via integration. **Hospital & health networks**, 68:28-30+, September 5, 1994.

Descriptors: *Pay systems--Evaluation / *Incentive pay / *Performance-based pay.

8-22

Shareef, Reginald.

Skill-based pay in the public sector. **Review of public personnel administration**, 14:60-74, Summer 1994.

Descriptors: *Compensation / *Skilled labor.

8-23

Verespej, Michael A.

New responsibilities? New pay! **Industry week**, 243:11+, August 15, 1994.

Descriptors: *Pay administration / *Compensation.

COUNSELING

8-24

Kennedy, Marilyn Moats.

Good coach, bad coach. **Across the board**, 31:11-12, September 1994.

Descriptors: *Coaching--Evaluation / *Coaching--Methods.

DELEGATION

8-25

Bordeaux, Darlene B.

Dealing with the 90's workforce. **Manage**, 46:6-8, July 1994.

Descriptors: *Delegation--Methods / *Decision-making.

ELECTRONIC DATA PROCESSING

8-26

Fritz, Mark.

The rise of CD-ROM. **Training**, 31:44-47+, September 1994.

Descriptors: *CD-ROM / *Computer-assisted instruction.

ELECTRONIC DATA PROCESSING (Cont'd)

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Jacobson, Louis.

Data chase. **Government executive,** 26:46-47+, October 1994.

Descriptors: *Records administration--Control / *Electronic data processing / Federal government.

8-28

Losee, Stephanie.

Watch out for the CD-ROM hype. **Fortune,** 130:127-128+, September 19, 1994.

Descriptors: *Electronic data processing / *CD-ROM.

8-29

Reading the legal roadsigns on the information superhighway. **Federal Bar news & journal** (Federal Bar Association), 41:481-488+, August 1994.

Partial contents: The national information infrastructure, by Andrew Grosso; Computer crime, by Scott Charney; Roadblocks on the information superhighway, by David Banisar; Proprietary rights in digital data, by Maureen A. O'Rourke.

Descriptors: *Electronic data processing / *Computer crimes / *Copyright--Law and legislation.

EMPLOYEE CONDUCT

8-30

Bordwin, Milton.

Is insubordinatation a new disability? **Management review,** 83:33-36, October 1994.

Descriptors: *Insubordination / *Employers' liability / *Handicapped--Discrimination--Law and legislation / *Disability evaluation--Case studies / *Employee conduct--Cases.

8-31

Hamilton, Arthur J. and Peter A. Veglahn.

Sexual harassment and employment-at-will: the intersection of two policies. **Labor law journal,** 45:586-591, September 1994.

Descriptors: *Sexual harassment--Cases / *Removal--Cases.

8-32

Smith, Vernita C.

Theft is never petty. **Human resource executive,** 8:36-38, August 1994.

Descriptors: *Employee theft--Control.

EMPLOYEE HEALTH AND MEDICAL CARE

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Allen, Russ.
Less stress. **Human resource executive**, 8:62-65, September 1994.
Descriptors: *Stress, Psychological--Control.

8-34
Bailey, Colleen J.
Composure under pressure. **Secretary**, 54:22-23, August-September 1994.
Descriptors: *Stress, Psychological--Control / *Control (Psychology) / *Health, Employee.

8-35
Barnes, Kathleen.
Is your office ergonomically correct? **HR focus**, 71:17, August 1994.
Descriptors: *Working conditions / *Human engineering / *Health, Employee / *Computers.

8-36
Capozzoli, Thomas.
Stress: what you don't know can hurt you. **Supervision**, 55:6-8, October 1994.
Descriptors: *Stress, Psychological--Control / *Burn out (Psychology) / *Health, Employee.

8-37
Grensing-Pophal, Lin.
If the answer is "no," then "let it go:" using the "stress relief decision tree." **Manage**, 46:18-20, July 1994.
Descriptors: *Stress, Psychological--Control / *Control (Psychology) / *Decision trees.

8-38
Krohe, James, Jr.
An epidemic of depression? **Across the board**, 31:23-27, September 1994.
Descriptors: *Health, Employee / *Mental health services.

8-39
Yarborough, Mary Helen.
The new age of occupational wellness. **HR focus**, 71:17-18, September 1994.
Descriptors: *Health, Employee / *Stress, Psychological / *Relaxation techniques / *Biofeedback training--Case studies.

EMPLOYEE HEALTH AND MEDICAL CARE (Cont'd)

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Zinno, Vincent.

Plugging the EAP leaks. **Human resource executive,** 8:41-42, September 1994.

EAP = employee assistance program.

Descriptors: *Health benefit programs.

EQUAL OPPORTUNITY IN EMPLOYMENT

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Crawford, Susan.

A brief history of sexual-harassment law. **Training,** 31:46-49, August 1994.

Descriptors: *Sexual harassment--Law and legislation / *Sexual harassment--Cases.

8-42

Guy, Mary E.

Organizational architecture, gender and women's careers. **Review of public personnel administration,** 14:77-90, Spring 1994.

Descriptors: *Women--Discrimination / *Equal opportunity in employment.

8-43

McEvoy, Sharlene A.

Employment discrimination based on appearance. **Labor law journal,** 45:592-597, September 1994.

Descriptors: *Discrimination--Cases / *Physical characteristics.

8-44

Zinno, Vincent.

Shattering the glass. **Human resource executive,** 8:1+, September 1994.

Descriptors: *Equal opportunity in employment--Case studies / *Upward mobility--Case studies.

ETHICS

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Garson, G. David and Michael L. Vasu.

Analysis of ethical dynamics in public personnel administration. **Review of public personnel administration,** 14:75-94, Summer 1994.

Descriptors: *Ethics / *Professional ethics.

EXECUTIVES--ABILITIES AND CHARACTERISTICS

8-46

Bretz, Robert D., Jr., John W. Boudreau and Timothy A. Judge.

Job search behavior of employed managers. **Personnel psychology,** 47:275-301, Summer 1994.

Descriptors: Executives--Characteristics--Research / *Job search--Research.

8-47

Fisher, Anne B.

Getting comfortable with couples in the workplace. **Fortune,** 130:138-142+, October 3, 1994.

Descriptors: *Executive families.

8-48

Sherman, Stratford.

Leaders learn to heed the voice within. **Fortune,** 130:92-94+, August 22, 1994.

Descriptors: *Executives--Characteristics / *Executives--Abilities.

8-49

Zemke, Ron.

The 'new' middle manager: learning to cover all the bases. **Training,** 31:42-45, August 1994.

Descriptors: *Middle managers--Abilities / *Middle managers--Responsibilities.

EXECUTIVES--EVALUATION

8-50

Condrey, Stephen E.

Qualitative vs. quantitative performance. **Review of public personnel administraton,** 14:45-59, Summer 1994.

Descriptors: *Executives--Evaluation / *Performance evaluation / Federal government.

8-51

O'Reilly, Brian.

360 feedback can change your life. **Fortune,** 130:93-94+, October 17, 1994.

Descriptors: *Executives--Evaluation / *Peer ratings.

EXECUTIVES--RESPONSIBILITIES

8-52

Mark, Rebecca.

Managing long-distance. **Working woman,** p. 23-24, September 1994.

Descriptors: *Management methods--Case studies / *Executives--Abilities / *Executives--Responsibilities.

EXECUTIVES--TRAINING

8-53

Smith, Lee.

New ideas from the Army (really). **Fortune,** 130:203-204+, September 19, 1994.

Descriptors: *Executives--Training--Case studies / *U.S. Army.

HANDICAPPED

8-54

Fry, Elaine Hobbs.

The 1990 Americans With Disabilities Act and the employer's obligation to accommodate. **S.A.M. advanced management journal,** 59:4-9, Spring 1994.

Descriptors: *Handicapped--Employment--Law and legislation / *Employers' liability.

8-55

Laabs, Jennifer J.

Individuals with disabilities augment Marriott's work force. **Personnel journal,** 73:46-48+, September 1994.

Descriptors: *Handicapped--Employment--Case studies / *Handicapped--Training--Case studies.

8-56

Lissy, William E.

Mental illness under ADA. **Supervision,** 55:12-13, October 1994.

Descriptors: Mental illness / *Handicapped--Employment--Law and legislation.

8-57

Macy, Granger.

Organizational and technical accommodation for the disabled, with an emphasis on the visually impaired. **S.A.M. advanced management journal,** 59:17-21, Spring 1994.

Descriptors: *Handicapped--Employment--Law and legislation / *Blind--Employment / *Vision / *Technological innovations.

8-58

Shreve, Maggie.

The greater vision: an advocate's reflections on the Rehabilitation Act Amendments of 1992. **American rehabilation,** 20:8-13, Spring 1994.

Descriptors: *Handicapped--Rehabilitation--Law and legislation / *Handicapped--Placement / *Handicapped--Rehabilitation--Administration / *Handicapped--Utilization.

HANDICAPPED (Cont'd)

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Smith, Vernita C.

The invisible disability. **Human resource executive,** 8:48-49, August 1994.

Descriptors: *Handicapped / *Learning, Psychology of.

HEALTH PERSONNEL

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Sherer, Jill L.

Job shifts. **Hospitals & health networks,** 68:64+, October 5, 1994.

Descriptors: *Nurses--Career opportunities / *Nurses--Employment.

HOURS OF WORK

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D'O'Brian, Joseph.

Flexible scheduling has many benefits--and pitfalls. **Supervisory management,** 39:1-2, September 1994.

Descriptors: *Hours of work / *Flexible working hours--Evaluation.

8-62

Solomon, Charlene Marmer.

Job sharing: one job, double headache? **Personnel journal,** 73:88+, September 1994.

Descriptors: *Job sharing--Administration / *Job sharing--Case studies / *Hours of work.

INCENTIVE AWARDS AND PROGRAMS

8-63

Schuster, Michael H. and Judith M. Schuster.

Excellence in gainsharing: from the start to renewal. **Journal for quality and participation,** 17:18-25, June 1994.

Descriptors: *Financial incentives--Administration / *Compensation administration.

INTERVIEWING

8-64

Risser, Rita.

Interviewing pitfalls for the unwary. **Manage,** 46:26-28, July 1994.

Descriptors: *Interviewing--Methods / *Interviewers--Responsibilities / *Employers' liability.

JOB SEARCH

8-65

Goldenkoff, Robert.

Re-entering the job market. **Government executive**, 26:66-67, September 1994.

Descriptors: *Job search / Federal government.

8-66

How to land a job: search skills. **Psychology today**, 27:12-13, September-October 1994.

Descriptors: *Job search--Methods.

LABOR FORCE

8-67

Ettorre, Barbara.

Where will the new jobs come from? **Management review**, 83:12-17, August 1994.

Descriptors: *Employment forecasts / *Futures (of society) / *Labor supply / *Labor force--Characteristics.

LABOR-MANAGEMENT RELATIONS

8-68

Anfuso, Dawn.

Xerox partners with the union to regain market share. **Personnel journal**, 73:46-48+, August 1994.

Descriptors: *Labor-management relations--Case studies / *Teamwork--Case studies / *Job security--Case studies.

8-69

Henriksson, Lennart E.

Drug-testing programs and grievance rates. **Journal of collective negotiations in the public sector**, 23:211-224, no. 3 1994.

Descriptors: *Employees--Drug testing / *Grievances.

8-70

Salzman, Jeffrey D.

Reinventing government: a unionist's perspective on productivity bargaining in the public sector. **Journal of collective negotiations in the public sector**, 23:251-264, no. 3 1994.

Descriptors: *Productivity bargaining / *Autonomy.

MANAGEMENT

8-71

Austin, Nancy K.

What's missing from corporate cure-alls. **Working woman**, p. 16+, September 1994.

Descriptors: *Management theory / *Management methods--Evaluation.

MANAGEMENT (Cont'd)

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Health care in a wired world. **Hospitals & health networks,** 68:28-32+, August 20, 1994.
Descriptors: *Information management / *Technology / *Medical care--Administration.

8-73
Bielous, Gary A.
Why we should become an authoritative manager and not an authoritarian one. **Supervision,** 55:11-13, September 1994.
Descriptors: *Authoritarianism / *Leadership style / *Authority / *Management methods.

8-74
Booher, Dianna.
Holding your own in meetings, but working as a team. **Training & development,** 48:54-63, August 1994.
Descriptors: *Meetings--Administration.

8-75
Burin, Chuck.
A wild idea: reinventing safety and health in Minnesota. **Job safety & health quarterly,** 5:24-25, Spring 1994.
Descriptors: *Management methods / *Reorganization plans--Case studies / *Teamwork.

8-76
Clinton, Roy J., Stan Williamson and Art L. Bethke.
Implementing total quality management: the role of human resource management. **S.A.M. advanced management journal,** 59:10-16, Spring 1994.
Descriptors: *Personnel administration / *Management theory / *Quality control--Methods.

8-77
Desatnick, Robert L.
Managing customer service for the 21st century. **Journal for quality and participation,** 17:30-35, June 1994.
Descriptors: *Customer service / *Service industries--Case studies / *Management methods / *Chief executive officers--Responsibilities.

8-78
Dumaine, Brian.
The trouble with teams. **Fortune**, 130:86-88+, September 5, 1994.
Descriptors: *Teamwork--Evaluation / *Team development--Case studies / *Teamwork--Administration--Case studies.

8-79
Employment audits reduce chance of litigation. **Supervisory management**, 39:14+, September 1994.
Descriptors: *Audits, Internal--Methods / *Employers' liability / *Management audits.

8-80
Eom, Sean B.
Transnational management systems: an emerging tool for global strategic management. **S.A.M. advanced management journal**, 59:22-27, Spring 1994.
Descriptors: *International agencies / *Overseas management / *Management methods--Case studies / *Strategic planning.

8-81
Glasser, Jeffrey.
Nascent MBAs take their show on the road. **Business week**, p. 37, September 5, 1994.
Descriptors: *Master of business administration degree recipients / *Job search.

8-82
Hammer, Michael.
Reengineering is not hocus-pocus. **Across the board**, 31:45-47, September 1994.
Descriptors: *Management methods--Evaluation / *Corporate re-organization / *Management theory.

8-83
An interview with Joseph M. Juran. **Training**, 31:35-36+, May 1994.
Descriptors: *Quality control--Evaluation / *Malcolm Baldrige National Quality Award / *Management methods.

8-84
McConville, Daniel J.
The artful negotiator. **Industry week**, 243:34-36+, August 15, 1994.
Descriptors: *Problem solving / *Negotiation.

8-85
Manganelli, Raymond L. and Mark M. Klein.
Your reengineering toolkit. **Management review**, 83:26-30, August 1994.
Descriptors: *Project management--Methods / *Systems engineering / *Business management.

8-86
May, Bess Ritter.
How to cut your company's costs. **Supervision**, 55:14-17, October 1994.
Descriptors: *Cost control / *Cost reduction / *Business management.

8-87
Myers, Ken.
The fairness factor. **Quality progress**, 27:77-79, June 1994.
Descriptors: *Customer service / *Equity / *Job satisfaction / *Management methods.

8-88
Off-site meetings. **Training**, p. 5-7+, July 1994.
Special report from **Training**.
Supplement to the July 1994 issue.
Contents: The challenge of multilingual meetings, by Beverly Geber; Perfect panel presentations, by Margaret Kaeter; 1994/1995 market place directory: training meeting facilities; Eight ways to do more with less, by Bruce Serlen.
Descriptors: *Meetings--Administration.

8-89
Sepic, Thomas and David McNabb.
Applying TQM's **Golden Rule** to your support services. **Journal for quality and participation**, 17:44-48, June 1994.
Descriptors: *Quality control--Administration / *Management methods / *Staff and line / *Customer service--Evaluation--Methods.

8-90
Solomon, Charlene Marmer.
Global operations demand that HR rethink diversity. **Personnel journal**, 73:40-42+, July 1994.
Descriptors: *Overseas management / *Cross cultural communication.

8-91
Stanford, Elizabeth H.
For the record. **Secretary**, 54:16-18, August-September 1994.
Descriptors: *Records administration / *Paperwork management.

MANAGEMENT (Cont'd)

8-92

TQM: making dissimilar similar. **Quality progress,** 27:29+, January 1994.

Partial contents: TQM: making dissimilar similar; A few good ideas for a good idea program, by James A. Heath; Creating TQM organizations, by Keith A. Merron; Laying the groundwork for total quality, by James A. Alloway, Jr.; Leading change through projects, by Karen A. Eichelberger; Reengineering the organization: a step-by-step approach to corporate revitalization, Part 1, by Jeffrey N. Lowenthal.

Descriptors: *Quality control--Administration / *Management methods--Case studies.

MOTIVATION

8-93

Addiction. **Psychology today,** 27:32-38+, September-October 1994.

Special cover report.

Contents: Addiction--a whole new view, by Joann Ellison Rodgers; Kicking butts, by Carl Sherman; Back from the drink, by Jill Neimark, Claire Conway and Peter Doskoch.

Descriptors: *Alcoholism / *Smoking / *Drug abuse.

8-94

Lacey, Miriam Y.

Rewards can cost nothing? Yes they can...really! **Journal for quality and participation,** 17:6-8, June 1994.

Descriptors: *Motivation / *Praise / *Awards--Costs.

OCCUPATIONS AND OCCUPATIONAL CHOICE

8-95

Richman, Louis S.

The new worker elite. **Fortune,** 130:56-59+, August 22, 1994.

Descriptors: *Technicians / *Technicians--Statistics.

OLDER WORKER

8-96

Capowski, Genevieve.

Ageism: the new diversity issue. **Management review,** 83:10-15, October 1994.

Descriptors: *Older worker--Attitudes toward / *Age discrimination / *Older worker--Characteristics / *Older worker--Utilization.

8-97

Daniel, Jere.

Learning to love (gulp!) growing old. **Psychology today,** 27:60-62+, September-October 1994.

Descriptors: *Aging--Psychological aspects / *Aging--Physiological aspects / *Aged--Attitudes toward.

ORGANIZATIONAL BEHAVIOR

8-98

Farrell, Larry C.

Reviving the entrepreneurial spirit. **Across the board,** 31:39-41, September 1994.

Descriptors: *Entrepreneurship / *Chief executive officers--Responsibilities / *Organizational behavior.

8-99

Laabs, Jennifer J.

Kinney narrows the gender gap. **Personnel journal,** 73:83-89, August 1994.

Descriptors: *Organizational behavior--Case studies / *Men--Characteristics / *Women--Characteristics / *Communication techniques.

8-100

Miller, Carol A. and Wesley A. Vincent.

Great expectations. **Secretary,** 54:19, August-September 1994.

Descriptors: *Secretaries--Characteristics / *Executives--Characteristics.

8-101

Zemke, Ron and Susan Zemke.

Partnering: a new slant on serving the internal customer. **Training,** 31:37-43, September 1994.

Descriptors: *Customer service / *Staff and line / *Intergroup relations / *Organizational behavior.

ORGANIZATIONS

8-102

Adelstein, Kevin S.

Is re-engineering right for your business? 10 symptoms to help you find out. **Manage,** 46:22-25, July 1994.

Descriptors: *Corporate reorganization / *Organizational analysis / *Organizational structure--Evaluation.

8-103

Gordon, Jack.

The team troubles that won't go away. **Training,** 31:25-34, August 1994.

Descriptors: *Organizational effectiveness / *Teamwork.

8-104

Herrington, Mike.

Why not a do-it-yourself Baldrige Award? **Across the Board,** 31:34-38, October 1994.

Descriptors: *Awards--Administration / *Malcolm Baldrige National Quality Award / *Organizational analysis--Methods.

ORGANIZATIONS (Cont'd)

8-105
Long, Carl and Mary Vickers-Koch.
Creating a vision statement that is shared and works. **Journal for quality and participation,** 17:74-78, June 1994.
Descriptors: *Goals / *Goalsetting / *Organizational commitment.

8-106
Stewart, Thomas A.
Your company's most valuable asset: intellectural capital. **Fortune,** 130:68-72+, October 3, 1994.
Descriptors: *Organizational effectiveness / *Creative thinking.

PARTICIPATIVE MANAGEMENT

8-107
Anfuso, Dawn.
L. L. Bean's TQM efforts put people before processes. **Personnel journal,** 73:72-73+, July 1994.
Descriptors: *Participative management--Case studies / *Quality control--Case studies / *Customer service--Case studies.

8-108
McDonald, Gloriann.
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Descriptors: *Participative management--Case studies / *Change, Organizational --Case studies / *Teamwork.

8-109
Ray, Darrel W.
The missing T in TQM...trust. **Journal for quality and participation,** 17:64-67, June 1994.
Descriptors: *Quality control--Administraton--Evaluation / *Participative management / *Management methods.

8-110
Ross, Timothy L.
Self-management <u>and</u> gainsharing: a winning duo. **Journal for quality and participation,** 17:10-15, June 1994.
Descriptors: *Participative management / *Financial incentives.

PERFORMANCE EVALUATION

8-111

Antonioni, David.

The effects of feedback accountability on upward appraisal ratings. **Personnel psychology,** 47:349-356, Summer 1994.

Descriptors: *Performance evaluation--Research / *Subordinates' appraisals--Research.

8-112

Hahn, Mary Anne.

Writing the effective performance appraisal. **Supervision,** 55:3-5, September 1994.

Descriptors: *Performance evaluation / *Communication in personnel management.

8-113

Hequet, Marc.

Giving good feedback. **Training,** 31:72-77, September 1994.

Descriptors: *Feedback (Psychology)--Methods / *Communication in personnel management / *Performance evaluation--Methods / *Criticism, Personal.

8-114

Pointer, Charles N.

Ten steps for improved appraisals. **Supervision,** 55:3-5+, October 1994.

Descriptors: *Performance evaluation--Methods / *Communication in personnel management.

8-115

Ramsgard, William C.

Doing performance appraisal the right way: the CAM process. **Performance & instruction,** 33:14-18, July 1994.

CAM = clarity, awareness, and merit recognition.

Descriptors: *Performance evaluation--Methods / *Goalsetting / *Incentive awards.

8-116

Thomas, Steven L. and Robert D. Bretz, Jr.

Research and practice in performance appraisal: evaluating employee performance in America's largest companies. **S.A.M. advanced management journal,** 59:28-34, Spring 1994.

Descriptors: *Performance evaluation--Research / *Personnel research.

PERFORMANCE EVALUATION (Cont'd)

8-117

Zigon, Jack.

Performance appraisal lessons from thirteen years in the trenches. **Performance & instruction,** 33:3-12, July 1994.

Descriptors: *Performance evaluation--Methods / *Performance evaluation--Case studies.

PERFORMANCE MANAGEMENT

8-118

Lane, Larry M.

Public sector performance management. **Review of public personnel administration,** 14:26-44, Summer 1994.

Descriptors: *Performance management--Evaluation / *Civil service reform--Evaluation / Federal government.

PERSONNEL ADMINISTRATION

8-119

Brookes, Donald V.

HR in the '90s: from tacticians to strategists. **HR focus,** 71:12-13, September 1994.

Descriptors: *Personnel administration / *Personnel directors--Responsibilities / *Employee development.

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Caudron, Shari.

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Descriptors: *Personnel directors--Attitudes / *Personnel administration / *Personnel officers--Attitudes.

8-121

Flynn, Gillian.

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Descriptors: *Mexico / *Personnel administration.

PERSONNEL DEPARTMENTS

8-122

Greengard, Samuel.

New technology is HR's route to reengineering. **Personnel journal,** 73:32A-32G+, July 1994.

Special report.

Descriptors: *Personnel information systems--Automation / *Personnel records--Automation / *Technological innovations.

PERSONNEL POLICIES

8-123

Feery, John J.

Team input shapes a college's sexual harassment policy. **Personnel journal**, 73:76-79, August 1994.

Descriptors: *Sexual harassment / *Personnel policies--Case studies / *Universities and colleges.

POLITICAL ACTIVITY

8-124

Barr, Stephen.

OPM spells out un-Hatched political acts. **Washington post**, p. A21, September 22, 1994.

Descriptors: *Political activity / *U.S. Office of Personnel Management--Rules and practice / Federal government.

PRODUCTIVITY

8-125

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Partial contents: Sizing up measurement; How to measure empowerment, by Bob E. Hayes; Proactive vs. reactive SPC, by Christopher Wozniak.

SPC = statistical process control.

Descriptors: *Productivity measurement / *Productivity improvement / *Quality control--Methods.

PROMOTION

8-126

Michaels, Art.

Stepping up the corporate ladder. **Manage**, 46:16-17, July 1994.

Descriptors: *Success in employment / *Career ladders / *Promotion--Methods.

PUBLIC ADMINISTRATION

8-127

Ferrero, Mathew J.

Self-directed work teams untax the IRS. **Personnel journal**, 73:66+, July 1994.

Descriptors: *U.S. Internal Revenue Service--Administration / *Teamwork--Case studies / Federal government.

8-128

Shoop, Tom.

Frontiers of fraud. **Government executive**, 26:12-14+, October 1994.

Descriptors: *Fraud / *U.S. Internal Revenue Service--Rules and practice.

PUBLIC ADMINISTRATION (Cont'd)

8-129

Shoop, Tom.

True believer. **Government executive,** 26:16-20+, September 1994.

Article title refers to Al Gore, Vice-President of the United States.

Descriptors: *Public administration / *Civil service reform / Federal government.

8-130

The top 200 Federal contractors. **Government executive,** 26:10+, August 1994.

Special issue on Federal purchasing.

Descriptors: *Purchasing, Government--Statistics / *Contracts, Government / Federal government.

REDUCTION IN FORCE

8-131

Moravec, Milan, Richard Knowdell and Elizabeth Branstead.

Mistakes to avoid during downsizing. **HR focus,** 71:7, September 1994.

Descriptors: *Reduction in force--Methods / *Management methods.

8-132

Parachin, Victor M.

Seven ways to pump emotional iron when your job is eliminated. **Supervision,** 55:14-16, September 1994.

Descriptors: *Unemployment--Psychological aspects / *Unemployed--Career opportunities / *Reduction in force.

RELOCATION

8-133

Bruzzese, Anita.

Outsourcing relocation. **Human resource executive,** 8:27-29, August 1994.

Descriptors: *Relocation--Administration.

REMOVAL

8-134

Employee dismissal: justice at work. **Annals of the American Academy of Political and Social Science,** 536:16-30+, November 1994.

Partial contents: Firing back: the growing threat of workplace homicide, by James Alan Fox and Jack Levin; Justice at work: an international comparison, by Hoyt N. Wheeler, Brian S. Klaas, and Jacques Rojot; Discharge for cause: history and development in the United States, by Jack Stieber and Robert Rodgers; Job security for pregnant employees: the model employment termination act, by Ilise L. Feitshans.

Descriptors: *Removal / *Justice / *Violence / *Pregnancy.

REMOVAL (Cont'd)

8-135

Wareham, John.

The termination game--how to come out ahead when you're fired. **Across the board,** 31:29-32, September 1994.

Descriptors: *Removal / *Severance pay / *Employee rights.

RETIREMENT

8-136

Cohen, Charles E.

Steps to a first-class retirement. **Working woman,** p. 56-61, September 1994.

Descriptors: *Retirement planning / *Retirement benefits / *Women employees--Retirement.

SAFETY

8-137

Philson, Craig S.

A safe haven from violence emerges as another duty. **Occupational health & safety,** 63:28-29+, August 1994.

Descriptors: *Safety--Administration / *Violence--Control / *Crime and criminals.

8-138

Ramsey, Robert D.

Arson: hot workplace issue for the 90s. **Supervision,** 55:8-10, September 1994.

Descriptors: *Fire fighters / *Industry--Safety measures / *Supervisors--Responsibilities.

8-139

Seymour, Thomas H.

ILO Convention No. 174--prevention of major industrial accidents. **Job safety & health quarterly,** 5:8-11, Spring 1994.

Descriptors: *Industrial accidents--Prevention / *Safety.

8-140

Yarborough, Mary Helen.

Securing the American workplace. **HR focus,** 71:1+, September 1994.

Descriptors: *Violence--Control / *Personnel policies / *Working conditions / *Industry--Security measures.

TESTS

8-141

Blakley, Barry R. and others.

The validity of isometric strength tests. **Personnel psychology**, 47:247-274, Summer 1994.

Descriptors: *Test validity--Research / *Tests, Performance--Research / *Physical fitness--Tests.

THOUGHT AND THINKING

8-142

Daniels-McGhee, Susan and Gary A. Davis.

The imagery-creativity connection. **Journal of creative behavior**, 28:151-176, Third quarter 1994.

Descriptors: *Creative thinking.

8-143

Guastello, Stephen J. and James E. Shissler.

A two-factor taxonomy of creative behavior. **Journal of creative behavior**, 28:211-221, Third quarter 1994.

Descriptors: *Creative thinking--Research.

8-144

Wesenberg, Peter.

Bridging the individual-social divide: a new perspective for understanding and stimulating creativity in organizations. **Journal of creative behavior**, 28:177-192, Third quarter 1994.

Descriptors: *Creative thinking.

TRAINING

8-145

Caudron, Shari.

Diversity ignites effective work teams. **Personnel journal**, 73:54-56+, September 1994.

Descriptors: *Team development--Case studies / *Cross cultural communication / *Group relations training--Case studies.

8-146

Engen, John R.

Training Chinese workers. **Training**, 31:79-83, September 1994.

Descriptors: *China / *Overseas personnel--Training / *Training administration--Case studies.

8-147
Geber, Beverly.
Can the Federal job-training system be rebuilt? **Training**, 31:31-35, September 1994.
Descriptors: *Training administration--Evaluation / *Reemployment--Law and legislation / Federal government.

8-148
Geber, Beverly.
Re-engineering the training department. **Training**, 31:27-34, May 1994.
Descriptors: *Training departments--Administration.

8-149
Hequet, Marc.
Should every worker have a line in the information stream? **Training**, 31:99-102, May 1994.
Descriptors: *Computer-assisted instruction / *Teaching--Aids and devices / *Training methods.

8-150
Kaeter, Margaret.
Coping with resistant trainees. **Training**, 31:110-114, May 1994.
Descriptors: *Training methods / *Learning motivation.

8-151
McAteer, Peter F.
Harnessing the power of technology. **Training & development**, 48:64-68, August 1994.
Descriptors: *Training administration / *Electronic data processing.

8-152
McNerney, Donald J.
A new look at entrepreneurism. **HR focus**, 71:1+, August 1994.
Descriptors: *Entrepreneurship / *Employee development.

8-153
Martocchio, Joseph J. and James Dulebohn.
Performance feedback effects in training: the role of perceived controllability. **Personnel psychology**, 47:357-373, Summer 1994.
Descriptors: *Transfer of training--Research / *Microcomputers.

TRAINING (Cont'd)

8-154

Overfield, Karen.

Non-linear approach to training program development. **Performance & instruction,** 33:26-35, July 1994.

Descriptors: *Training administration / *Systems analysis / *Program evaluation.

WOMEN--EMPLOYMENT

8-155

Willis, Clint.

The working woman survey: are you making the most of your money? **Working woman,** p. 28-31, September 1994.

Descriptors: *Financial management / *Women--Pay / *Finance, Personal.

WORK LIFE

8-156

Brown, Tom.

Life without job security. **Industry week,** 243:24-26+, August 15, 1994.

Interview with Cliff Hakim.

Descriptors: *Job security.

8-157

Greengard, Samuel.

Making the virtual office a reality. **Personnel journal,** 73:66-68+, September 1994.

Descriptors: *Office layout / *Offices--Location / *Telecommunications / *Work at home.

8-158

Managing. **Fortune,** 130:62-64+, September 19, 1994.

Cover story.

Contents: The end of the job, by William Bridges; Seven rules to break in a de-jobbed world.

Descriptors: *Occupations / *Work values / *Change, Organizational.

8-159

Mandell, Mel.

Office of the future? **Across the board,** 31:44-47, October 1994.

Descriptors: *Office layout--Case studies / *Office workers / *Offices--Automation--Case studies.

WORK LIFE (Cont'd)

8-160

Rethinking work. **Business week**, p. 76-77+, October 17, 1994.

Special report.

Partial contents: The new world of work, by Keith H. Hammonds, Kevin Kelly and Karen Thurston; Welcome to the company that isn't there, by Jack Patterson; Business rolls the dice, by Michael J. Mandel; The winds of change blow everywhere, by Jane A. Sasseen and others; The rules of the game in the new world of work; 65 years of work in America--a photographic history.

Descriptors: *Work / *Work values / *Training--Comparative studies/ *Change, Organizational.

8-161

Sabo, Sandra R.

Secretaries go green. **Secretary**, 54:8-10, August-September 1994.

Descriptors: *Working conditions / *Environmental health / *Recycling (Waste, etc.)--Case studies.

8-162

Schaefer, Debbie R.

Polish until you shine. **Secretary**, 54:20-21, August-September 1994.

Descriptors: *Secretaries--Abilities / *Success in employment--Methods.

8-163

Whetstone, Muriel L.

How career mothers deal with day-care problems. **Ebony**, 49:116+, September 1994.

Descriptors: *Mothers--Employment / *Day care centers / *Children of working parents.

YOUTH

8-164

Romano, Catherine.

Generation X's horoscope. **HR focus**, 71:22, September 1994.

Descriptors: *Youth--Characteristics / *Work values / *Quality of working life / *Management methods.

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